SF FIRE CREDIT UNION

August 18, 2022

< Name>
<Street>
<City, St Zip>

Notice of Data Breach

Dear Member,

We are writing to inform you we recently identified and addressed an incident that involved some of your information.

What Happened

An investigation determined that your card was compromised when used at a tampered ATM at one of our locations. **You are not liable for any fraudulent withdrawals**, should any have occurred.

What Information Was Involved?

The compromised information includes the information encoded on the magnetic stripe of the card-including your name, card number, CVV number, and card expiration date-as well as your card's PIN.

What We Are Doing

We take this matter very seriously. We're continuing to investigate and have taken measures to review and improve the security of our ATM terminals.

If you have not already replaced your card, we will be **issuing you a new ATM/debit card** with a new number. You should receive the new card within 7-10 business days.

When you activate the new card, you'll have the ability to set a new PIN at the same time.

LifeLock Protection

While the information involved was limited to the data on your debit card, your peace of mind is important to us. We're providing you a credit of $120, which will cover the cost of one year of standard protection services from LifeLock, one of the nation's leading credit protection businesses. There are other services available, and you are welcome to use the funds however you see fit in this matter.

What You Can Do

You are **not liable for any lost funds**. If fraudulent withdrawals were made from your account:

- Please complete an ATM dispute form, which can be filled out electronically at sffirecu.org/forms/disputes and selecting “Dispute an ATM Transaction” (if you’ve already done so, no further action is needed)
- Print and sign the form.
- Return by:
    - Secured Messaging in Online & Mobile Banking
    - Mail
    - In person at the branch

You may wish to review your upcoming statements; if you see any additional unauthorized activity, please let us know.

For More Information

We apologize for any inconvenience or concern this may have caused. If you have any questions, please call (415) 674-4800.

Thank you,

Neil P. Conroy

Vice President
Retail & Operations